

Investment Fund for the Future (IF2)

Entry #57

A. PROPOSAL SUMMARY

Title: Campus-Wide On-Line Payment Solution

Project Lead Name: Teresa Major
Student Accounts & Accounting

Project Lead email address: tmajor@brockport.edu

Amount Requested: 30000

This proposal includes cost sharing.

Name of Sponsor 1: Beau Willis
Administration and Finance

Name of Sponsor 2:

Name of Sponsor 3:

A-1. Description of the Initiative

Students, families and community members expect the ability to remit payment for all (College) services online. The College currently partners with Nelnet to offer that option for several campus areas, including Student Accounts, Parking, Admissions and Residence Life. Several other College areas (Study Abroad, International Education, Campus Recreation, etc.) have expressed an interest in implementing similar functionality for various services. The implementation process is extremely complex and time consuming. Each project involves several campus departments/divisions, including Student Accounts & Accounting, IT, and the requesting department, as well as multiple system interfaces (Banner, NYS Financial, Nelnet, Fusion, etc.). As such, there is an extremely limited number of current staff (2-3) with the knowledge/skills needed to implement each project. Each of those staff members have an existing work load which does not allow for the extensive time needed to fulfill these implementation requests. Contracting with a Nelnet consultant for a several (three?) week period could allow us to implement the online payment solutions waiting in the queue in a matter of weeks versus the several years it would take utilizing only current Brockport staff. While those staff members would still be heavily involved in the implementation, the use of a consultant would minimize their involvement to a more manageable level.

A-2. Impact Statement: What change will this project deliver in the short term? What are the expected longer term impacts?

In the short term, implementation of this project will provide students, families and community members with the online payment mechanism expected in the 21st century. Offering a web payment

option allows our community to remit payment outside of normal business hours, providing a convenient and secure solution at whatever time best suits their schedule/needs.

Longer term, implementation of the project provides exponential benefits, including increased revenue growth. If, for example, a student from another college/university is considering The College at Brockport for a Study Abroad program, and cannot remit the required \$350 "Acceptance Fee" during a time that fits their schedule (i.e., outside of standard business hours), that potential student may reconsider enrolling in our program. In their mind, they may think if we are so far behind the curve in offering an online payment solution, perhaps we are equally behind in delivering relevant 21st century academic programs. Similarly, if a community member is unable to renew their SERC membership online, s/he may consider switching that membership to a different gym able to accommodate a 24-hour payment process.

B. STRATEGIC ALIGNMENT

B-1. To be a Great College at which to Learn

B-2. To be a College engaged with its Community

In delivering services via mechanisms desired by our students, families and community (e.g., robust on-line payment options), we demonstrate our recognition of the community's value to us. Similarly, in providing a solution in line with community requests, we demonstrate that we hear their needs/desires, and are doing our best to meet them.

B-3. To be a Sustainable Institution for the 21st Century

On-line payment solutions reduce the amount of paper utilized in traditional "cash" transactions, including paper checks, paper receipts, credit card slips, telephone payment forms, etc.

B-4. To be a Great College at which to Work

When our "customers" (whether they be students, families or community members) are satisfied with the services we provide/feel valued, that, in turn, makes employees feel good about our ability to deliver the best possible service (which makes it nicer to come to work!). Customer Service can be a very difficult profession - particularly if money is involved; we hear far more complaints than compliments. As such, it makes it especially rewarding when we are able to give the customer what they want.

C. IMPLEMENTATION PLAN AND BUDGET

C-1. Identify the specific activities to be funded from the Investment Fund, estimated time-line for implementation, and for activities anticipated to be ongoing, plans for continued funding.

Item 1: On-Site Consulting

Item 1 Amount: 22800

Item 2: Consultant Travel Expense

Item 2 Amount: 7200

Item 3:

Item 3 Amount:

Item 4:

Item 4 Amount:

Item 5:

Item 5 Amount:

Item 6:

Item 6 Amount:

Item 7:

Item 7 Amount:

Item 8:

Item 8 Amount:

Item 9:

Item 9 Amount:

Item 10:

Item 10 Amount:

TOTAL EXPENSES, ALL ITEMS: 30000

Matching Fund:

In-Kind Services: Provide FTE and name of personnel who have committed to in-kind services.

D. ASSESSMENT PLAN:

D-1. What are the anticipated outcomes and specific measurements for success?

Implementation of the project would result in expanded online payment options for a greater (College/community) population than currently exists (thereby satisfying the needs/wants of a greater number of students, families, community members). Success can be measured in the instant and continually increased use of the on-line payment solutions detailed in this proposal.

E. ADDITIONAL INFORMATION

E-1. Please provide any additional information to assist in the review of the proposal, including why the initiative cannot be funded from divisional resources.

The cost to engage a consultant is high, which makes funding from limited divisional resources prohibitive. The reward, however, far outweighs the cost to implement the solutions, in that our students and community will have the 24/7 payment option they expect.

Note that I am in the process of securing a formal estimate (for consulting costs) from Nelnet Business Solutions, and will forward that when available.

Upload up to three supplemental files here (not required): [On file]

Signature of Project Lead: [on file]

Email: tmajor@brockport.edu

Signatures of sponsors are on file in the Administration and Finance Division.

Sponsor 1 Comments:

Sponsor 2 comments:

Sponsor 3 Comments:

Date Created: 2017-03-07 14:52:56